

POSITION DESCRIPTION



POSITION TITLE:	People and Culture Advisor
AWARD / CLASSIFICATION:	Local Government (State) Award 2026 / Band 3 Level 2
DEPARTMENT / DIRECTORATE:	People and Culture / Office of the CEO
PRIMARY LOCATION:	Moama

POSITION OBJECTIVES

The People and Culture Advisor delivers practical, timely and professional People and Culture advice and support across the employee lifecycle. The role provides first-line advice to leaders and employees, interprets and applies Council policies, procedures, industrial instruments and relevant employment legislation, and supports consistent, defensible and people-centred employment practices.

The role operates with moderate autonomy and applies sound judgement to routine and moderately complex people matters. It analyses information, identifies risks, recommends appropriate courses of action, prepares clear documentation, supports manager capability and escalates sensitive, complex or high-risk matters to the People and Culture Coordinator or Chief People Officer as required.

KEY RESPONSIBILITIES

At MRC, responsibility focuses on defined roles and processes that must be in place to achieve accountability.

This role is responsible for the following:

Recruitment and Onboarding Coordination

- Coordinate end-to-end recruitment and selection processes, providing informed guidance to hiring managers on process, documentation, policy compliance and merit-based selection requirements.
- Prepare, review and quality-check recruitment documentation, interview materials, candidate communications, reference checks, pre-employment requirements and employment recommendations.
- Advise selection panels on recruitment procedures and documentation requirements to support consistent, compliant and defensible recruitment outcomes.
- Coordinate onboarding processes, including employment documentation, system access, induction requirements, stakeholder notifications and compliance checks.
- Identify opportunities to improve recruitment and onboarding workflows, templates, candidate experience and manager guidance material.
- Coordinate traineeship, apprenticeship and work experience arrangements, including engagement with providers, onboarding, progress monitoring and compliance with Council processes

Employee Lifecycle Administration and Coordination

- Prepare and review employment contracts, variations, letters and related employment documentation, applying judgement to ensure accuracy, consistency and alignment with industrial, legislative and policy requirements.
- Coordinate employee movements, probation, higher duties, variations, offboarding, exit requirements and related HRIS updates.

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- Maintain confidential personnel records and HRIS data in accordance with Council recordkeeping requirements, proactively identifying and correcting data integrity issues.
- Provide advice and support to managers and employees on routine employee lifecycle matters, escalating issues where interpretation, risk or complexity requires higher-level review.
- Develop and improve lifecycle templates, checklists, correspondence and workflow tools to support consistent service delivery.

People Advice, Employee Relations and Performance Support

- Provide practical first-line advice to leaders and employees on routine and moderately complex employee relations, performance and conduct matters within established Council frameworks.
- Interpret and apply the Local Government (State) Award, Council policies, procedures and relevant employment legislation to provide consistent and practical advice.
- Support leaders to assess options, identify risk, prepare documentation and follow appropriate processes for routine people matters.
- Support performance management processes, including performance reviews, improvement plans, meeting preparation, correspondence and recordkeeping.
- Coordinate and support allocated workplace investigation processes, including preparing documentation, coordinating meetings, maintaining records, assessing procedural requirements and escalating legal, industrial or high-risk matters.
- Prepare and review documentation relating to employee relations matters, ensuring accuracy, professionalism, procedural fairness and compliance with Council requirements.
- Escalate complex, high-risk, sensitive, industrially significant or precedent-setting matters to the People and Culture Coordinator or Chief People Officer.

Learning, Capability and Manager Support

- Contribute to identifying training needs and coordinating learning and development activities aligned to organisational priorities.
- Administer and enhance the Learning Management System, including maintaining content, assigning training, monitoring completion, producing reports and following up compliance requirements.
- Support implementation and continuous improvement of Council learning, capability, performance and employee development initiatives.
- Provide practical guidance, tools and process support to help managers build confidence in people management practices.
- Coordinate allocated learning or capability initiatives, including scheduling, communication, stakeholder engagement, monitoring and reporting.

Systems, Reporting and Continuous Improvement

- Administer and maintain HR systems, learning platforms and people-related registers, identifying opportunities to improve system functionality, data quality, workflows and user experience.
- Monitor, analyse and report on key HR metrics, providing insights and recommendations to support decision-making, compliance and service improvement.
- Prepare reports, dashboards, briefing material and workforce information as required to support People and Culture planning and operational reporting.
- Lead or contribute to allocated People and Culture projects and process improvement initiatives, including planning, implementation, stakeholder engagement and evaluation.

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- Maintain accurate and current People and Culture intranet content, templates, forms, process guides and communication material.

Return to work / recovery at work

- Coordinate Council's return-to-work and recovery-at-work processes for work-related injuries and illnesses.
- Support injured workers to recover at work through timely communication, suitable duties planning and regular follow-up.
- Liaise with managers, supervisors, insurers, treating practitioners and workplace rehabilitation providers to support safe and sustainable return-to-work outcomes.
- Assist in the development, monitoring and review of suitable duties plans and recovery-at-work arrangements.
- Maintain accurate and confidential return-to-work records, correspondence, case notes and claims-related documentation.
- Monitor return-to-work actions, medical certificates, capacity updates, insurer requests and required documentation.
- Provide advice to managers and supervisors on their role in supporting injured workers and implementing suitable duties.
- Escalate complex, sensitive or high-risk return-to-work matters to the People and Culture Coordinator, Chief People Officer, insurer or workplace rehabilitation provider as appropriate.
- Support the review and improvement of Council's return-to-work program, procedures, reporting and early intervention practices.
- Maintain clear boundaries between Council's role, insurer liability decisions and treating practitioner advice.

Stakeholder Support and Team Contribution

- Act as the first point of contact for P&C queries, exercising judgment to resolve matters or escalate where required.
- Build positive working relationships with stakeholders across Council to support effective service delivery.
- Contribute to P&C projects and initiatives, including wellbeing, engagement and culture programs.
- Support a collaborative, professional and positive team environment aligned with Council values.
- Maintain confidentiality, professionalism and integrity in all People and Culture activities.

The incumbent can expect to be allocated duties not specifically mentioned in the documents, but within the capacity, qualification and experience normally expected from persons occupying positions at this classification and the Local Government (State) Award 2023.

ORGANISATIONAL RELATIONSHIPS

Reports to:	People & Culture Coordinator
Direct Reports:	Nil
Internal Liaisons:	People, Culture and Safety Team Senior Leadership Team All Staff

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External Liaisons: Training providers
Recruitment agencies
Job applicants

KEY ACCOUNTABILITIES

Accountabilities align to the key services council must provide both internally and externally. At MRC we have defined the accountabilities for each area into S, B, P & O Accountabilities.

S – Strategic Accountability Holder. Strategy, Concept, Direction

B – Business Manager Accountability Holder. Development, Planning and Business Management

P – Projects Accountability Holder. Projects, Implementation with Fixed Start/End Date

O – Operationalising Accountability Holder. Doing, Delivery, Finalisation, Ongoing.

SBPO	Accountability	SBPO	Accountability	SBPO	Accountability
P	Monitoring and Renewal of licensing	P	Coordination of Traineeships and Cadetships	P	Onboarding / Offboarding of employees
P	HR Projects	P	Recruitment and Selection process	O	Contributing to the review and implementation of HR policies and procedures.
O	Staff Wellbeing				

JUDGEMENT AND DECISION MAKING

- Exercise sound judgement and initiative in interpreting and applying People and Culture policies, procedures, industrial instruments and operational practices.
- Independently resolve routine and moderately complex People and Culture matters within established frameworks and delegated parameters.
- Analyse information, assess risk, identify options and provide clear, practical advice and recommendations to employees and leaders.
- Determine when matters require escalation due to sensitivity, complexity, legal or industrial risk, reputational risk, precedent, conflict, health information or potential disciplinary consequences.
- Contribute to problem solving, continuous improvement and the development of effective People and Culture practices, processes and documentation.
- Maintain accurate records to support procedural fairness, accountability, defensible decision-making and organisational learning.

SPECIALIST KNOWLEDGE AND SKILLS

- Sound working knowledge of the Local Government (State) Award, employment legislation, workplace policies, procedures and HR practice, with the ability to apply this knowledge in routine and moderately complex workplace situations.
- Demonstrated ability to interpret information, assess risk, apply precedents and provide practical advice within established frameworks.

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- Strong working knowledge of employee lifecycle processes, including recruitment, onboarding, contracts, variations, performance, employee relations, learning, offboarding and records management.
- Ability to use HRIS, LMS, Microsoft Office 365 and related systems to maintain data, produce reports, analyse trends and improve workflow efficiency.
- Strong attention to detail and capacity to prepare accurate, professional and procedurally sound correspondence, reports, briefing notes, templates and records.
- Practical knowledge of workers compensation and return-to-work processes sufficient to support standard cases, monitor progress and escalate risks appropriately.
- Ability to manage sensitive and confidential information with discretion, impartiality and integrity.

MANAGEMENT SKILLS

- Manage competing priorities, deadlines and fluctuating workloads with a high level of independence and accountability.
- Plan and coordinate allocated People and Culture projects, process improvements, learning activities and reporting requirements.
- Use initiative to identify service gaps, workflow inefficiencies and data integrity issues, and recommend practical improvements.
- Balance responsiveness to managers and employees with the need for compliance, recordkeeping, risk management and procedural fairness.
- Work collaboratively with the People and Culture Coordinator, Chief People Officer and broader People, Culture and Safety team to deliver agreed priorities.

INTERPERSONAL SKILLS

- Strong written and verbal communication skills, including the ability to provide clear, practical and professional advice to employees and leaders.
- Ability to build trust, influence outcomes and gain cooperation from internal and external stakeholders while maintaining appropriate professional boundaries.
- Ability to support managers through routine people matters in a calm, balanced and procedurally sound manner.
- Ability to assist in resolving workplace issues by clarifying process, explaining requirements, identifying options and escalating where required.
- Demonstrated ability to establish rapport, maintain confidentiality and contribute to a positive, proactive and service-focused workplace culture.
- Ability to prepare clear, accurate and professional correspondence, reports and employment documentation

WORK HEALTH AND SAFETY

Follow Council's WHS policies and procedures as instructed

- Ensure their actions do not adversely affect the health and safety of themselves or any other person
- Report all WHS hazards and incidents to their supervisor as soon as possible
- Participate in all required WHS training
- Follow all reasonable directions from supervisors, managers and others in regard to safety
- Support the implementation and improvement of the WHS management system

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- Support and improve processes for the identification, assessment, control and monitoring of risks
- Provide assistance and feedback to Supervisors and Managers regarding the management of risks and the implementation of the WHS management system

QUALIFICATIONS AND EXPERIENCE

Mandatory

- Relevant qualification in Human Resources, Industrial Relations, Business, Psychology, Public Administration or a related discipline; or a Certificate IV qualification supported by substantial relevant experience in a People and Culture advisory or senior HR coordination role.
- Demonstrated experience providing People and Culture advice and support across the employee lifecycle, including recruitment, employment documentation, policy interpretation, performance support and HR systems.
- Sound working knowledge of the Local Government (State) Award, relevant employment legislation and workplace policies, with the ability to apply these in routine and moderately complex matters.
- Demonstrated ability to exercise judgement, maintain confidentiality, assess risk, prepare accurate documentation and escalate complex or sensitive matters appropriately.
- Proficiency in Microsoft Office 365 and experience using HRIS, LMS or similar business systems.
- Commitment to continuing professional development.
- Current Driver's Licence
- National Police Check

Desirable

- Experience in providing administrative support for Workers Compensation Claims and Return to work process.
- Current membership of, or demonstrated engagement with, the Australian Human Resources Institute (AHRI).

KEY SELECTION CRITERIA

1. Demonstrated experience in a People and Culture Advisor, HR Advisor or senior HR coordination role, with a strong understanding of employee lifecycle processes and the ability to deliver practical, timely and professional advice.
2. Sound knowledge of the Local Government (State) Award, relevant employment legislation and workplace policies, with demonstrated ability to interpret and apply requirements to routine and moderately complex people matters.
3. Demonstrated judgement and problem-solving skills, including the ability to analyse information, assess risk, identify options, make recommendations and escalate complex or sensitive matters appropriately.
4. Highly developed communication and interpersonal skills, including the ability to build trust, influence outcomes, support managers and respond to diverse stakeholder needs with professionalism and discretion.
5. Demonstrated ability to prepare clear, accurate and procedurally sound correspondence, reports, employment documentation and confidential records.
6. Strong organisational, systems and data capability, including the ability to manage competing priorities, maintain accurate HRIS/LMS records, monitor data integrity and contribute to service improvement.

Council vision and values

Murray River Council's vision is to enable a healthy, liveable and prosperous community.

Our mission is to work with each of our unique communities to foster economic growth and prosperity, support community health and wellbeing, and protect and enhance our environment.

While planning effectively for the future to ensure appropriate infrastructure and services that will support quality lifestyles and provide recreational opportunities for our Murray River community (for all ages).

We have five core values that drive us and our behaviours.

RESPECT	ACCOUNTABILITY	INTEGRITY	SUSTAINABILITY	EXCELLENCE
Building trust to foster positive relationships that create an inclusive and supportive workplace and community. 	Taking responsibility for decisions and actions and being transparent about processes and outcomes. 	Acting honestly and ethically in all council activities. 	We promote sustainability by committing to practices that support the long-term health of the environment, economy and society. 	We demonstrate excellence by committing to high standards in the delivery of all our services. 

Organisational Expectations

As a member of the Murray River Council Team, we expect you to respect and undertake the following activities:

Vision, Mission, Values	Abide by and actively live Council's Vision, Mission and Values.
Dignity & Respect	Treat everyone in the workplace and community the way you would like to be treated, with kindness and courtesy. Ensure this is a part of every interaction you have.
Work, Health & Safety	Adhere to relevant Work, Health & Safety policies and practices and carry out responsibilities outlined in Council's Safety Management Plan.

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Risk Management	• Read, understand and comply with conditions as set out in the Risk Management Policy and undertaken all relevant risk management training.
Records Management	• Employees are responsible for capturing full and accurate records that adequately document business activities and support any decisions made at Murray River Council in the Corporate Record Management system.
Customer Service & Communication	• Ensure a high level of customer service through effective and efficient use of equipment. • Liaise with internal and external service providers and always represent Council in a positive and professional manner. • Commitment to meeting the needs of the customers (internal or external).
Code of Conduct & EEO	• Encourage and promote behaviours consistent with Council's Code of Conduct and create a positive and equitable work environment that is safe, flexible, fair, culturally appropriate, inclusive and free from discrimination and harassment.
Teamwork	• Treat all colleagues professionally and respectfully at all times. • Support other Department activities as required by Murray River Council's Delivery Plan.
Report writing	• Contribute to, complete or update Monthly Operational Reporting (MOR) as required. • Contribute to additional reporting as required.

Employee Declaration

I have read and understand the contents of the position description for my role and agree to work in accordance with the requirements of the position.

I understand that this position description may change with organisational requirements and the responsibilities and accountabilities outlined in the position description may vary from time to time.

INCUMBENT:

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Signature & Date

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Print Name